



Position Description

Director, Information Technology Full Time, Exempt

JOB SUMMARY

The Director of Information Technology will partner with United Way of Tucson and Southern Arizona's (UWTSA) leadership to strategically execute technology solutions and drive innovation, continuing the investment to the cloud. Reporting to the SVP/COO, this position is a hands-on technical thought leader and is responsible for all aspects of network administration, hardware and software management and end user support. This position is responsible for the supervision of the IT support staff. Excellent communication, organizational, change management, and end user support skills are essential.

A high degree of self-direction and initiative is required to be successful in this role. All United Way of Tucson and Southern Arizona (UWTSA) programs and strategies work toward eliminating racial, ethnic, and socio-economic disparities for an educated, thriving, and equitable community.

United Way offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 11 paid holidays, and opportunities for educational and professional development. For more information about our organization, see www.unitedwaytucson.org.

SALARY: \$70,000 - \$80,000 annually

DUTIES AND RESPONSIBILITIES:

- Manages and supports IT operations ensuring reliability and cybersecurity.
- In association with UWTSA leadership, develops strategy to support organizational goals, including process automation and paperless initiatives.
- Evaluates ongoing cybersecurity and information security risks, proactively implementing effective protocols, tools, policies, procedures, and user awareness.
- Manages organization's Software as a Service platforms.
- Negotiates, maintains, and complies with software license and maintenance agreements.
- Maintains vendor relationships and procurement of IT equipment and software following purchasing policies. Researches and approves all IT purchases for organization through PO request system.
- Supports audio visual/Zoom Room technology.
- Provides support and troubleshooting to resolve technical issues for end users.
- Supports Azure virtual environment.

- Supports and maintains network and computing hardware such as firewall, switches, wireless access points, laptops/desktops (Windows/MacOS), printers, and VoIP phones.
- Partners with departments to strategize and implement technology solutions and provides ongoing support to departments' business software applications and websites.
- Assists in training staff in use of IT systems.
- Manages and supports IT Help Desk.
- Documents processes and procedures.
- Oversees IT budget.
- Research, recommend, and implement modern technologies.

SUPERVISORY RESPONSIBILITIES:

- Supervises employee(s), including planning, assigning, and directing work, and appraising performance.
- Responsible for overall direction in accordance with UWTSA's policies.

OTHER DUTIES AS ASSIGNED**QUALIFICATIONS:**

- Associates Degree in Information Technology or related field and 5 to 8 years of directly comparable experience, OR Bachelor's Degree in Information Technology or related field with 3 to 5 years of directly comparable experience.
- Desire and ability to work in team-oriented work environment.
- Excellent written/verbal communication, interpersonal skills.
- Experience managing and supporting cloud systems, including Azure AD, Microsoft 365/Office 365 Suite, SharePoint Online, Microsoft Teams, Power Automate, Power Apps, Virtual Environment hosted in Azure.
- Preferred experience with WordPress and other website technologies.
- Preferred experience with Ubiquiti and Sophos
- Demonstrated skills using Windows-based software, including Internet browsers, e-mail, word processing, spreadsheet, database, presentation, and graphics software, to generate meaningful and comprehensive documents, materials, and presentations.
- Demonstrated proficiency using Microsoft Office Suite.
- Demonstrated knowledge of Windows servers and desktop products.
- Demonstrated knowledge of setting up secure systems for hybrid work.
- Demonstrated ability to administer a network including firewalls.
- Ability to manage multiple projects, activities, and tasks simultaneously.
- Ability to set priorities and maintain flexibility in a fast-paced environment.
- Ability to maintain a flexible work schedule and adjust it as required by changing activities.
- Must possess a valid driver's license, current auto insurance, daily access to a reliable vehicle and able to occasionally lift up to 30 pounds.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified in this position.

POLICY STATEMENT

The United Way of Tucson and Southern Arizona is an equal opportunity employer. We champion diversity, equity, and inclusion. We take action to ensure equal opportunity and all candidates are considered without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected status.

Upon hire and/or prior to starting employment with us, the successful candidate will be required to provide evidence of COVID vaccination or provide proof of eligibility for medical exemption.